

PEAK WEBSITE UPGRADES LAUNCHED

Technology enhancements make it easier for Coloradans to find out if they qualify and access information about their benefits

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DENVER – May 7, 2014 – The Department of Health Care Policy and Financing announced today substantial improvements to the online application for medical assistance programs at <u>Colorado.gov/PEAK</u>. The upgrades are part of a series of technology enhancements to streamline the application process for medical assistance and improve the user experience by leveraging online technology.

Two of the recent upgrades include:

- **PEAK Mail Center with E-Noticing** Clients and applicants with a PEAK account can opt-in to get text and/or email notifications letting them know when new information about their benefits is available in their PEAK Mail Center. The PEAK Mail Center will allow applicants and clients to quickly and easily view all letters sent to them about their benefits, including approvals, denials and if more information is needed to process their application. Medical assistance clients will also have the option to go paperless.
- Check Application Status Online Applicants for Medicaid, Child Health Plan *Plus* (CHP+), food and/or cash assistance with a PEAK account can now check the status of their application online. Clients can create a PEAK account at any time, even if they did not originally apply online, and have access to their benefit information.

"The Colorado.gov/PEAK upgrades help improve the consumer experience by allowing applicants and clients to access information about their application and benefits online," said Susan E. Birch, MBA, BSN, RN, executive director. "By enabling clients to check their account status online and the option of going paperless, we will save the client time, and the state money. It is a win-win."

"We know more of our applicants and clients are utilizing smartphones, and their email addresses are oftentimes more reliable than mailing addresses. These new features will empower our clients and give them tools to help manage their own benefits more quickly and easily," says Antoinette Taranto, Director, Office of Client Services, Eligibility and Enrollment.

Since October 1, 2013 more than 179,400 Coloradans have created a PEAK Account, the first step in seeing if they qualify for medical, food and/or cash assistance programs. Coloradans who prefer to apply for coverage offline can still apply in person at a county human services office or assistance site, on the phone or by mail.

For more information about health law changes visit <u>Colorado.gov/health</u>. For questions about the PEAK application see our online list of <u>frequently asked questions</u>. For more information about Medicaid or Child Health Plan *Plus* visit <u>Colorado.gov/hcpf</u>.

About the Colorado Department of Health Care Policy and Financing: The department administers the Medicaid and Child Health Plan *Plus* (CHP+) programs as well as a variety of other programs for low-income Coloradans who qualify. The mission of the department is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources. For more information about the department, please visit Colorado.gov/hcpf.

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